SpectraLink 8020/8030 Wireless Telephone Handset Administration Tool

Installation

How to Use

January 2008 Edition
1725-36039-001
Version C

POLYCOM®

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Contact Information

Please contact your Polycom Authorized Reseller for assistance.

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About this Guide

The Handset Administration Tool is a software utility developed by Polycom Corporation to automate the configuration of multiple SpectraLink 8020/8030 Wireless Telephones and perform various administration tasks. This document explains how to use the Handset Administration Tool to administer and configure the SpectraLink 8020/8030 Wireless Telephone (the handset).

Please refer to the configuration and administration document that pertains to the system in your facility for exact configuration options of the handset. Specific configuration options are explained in detail in the configuration and administration document for your system.

Polycom Corporation Model Numbers

This document covers the following model numbers:

SpectraLink 802X, 803X, PCS1860

Related Documents

SpectraLink 8020/8030 Wireless Telephone Administration Guide with SpectraLink Radio Protocol and SpectraLink 8000 Telephony Gateway (1725-36030-001)

SpectraLink 8020/8030 Wireless Telephone and Accessories User Guide for SRP (1725-36023-001)

SpectraLink 8020/8030 Wireless Telephone and Accessories Getting Started Guide for SRP (1725-36024-001)

SpectraLink 8020/8030 Wireless Telephone Administration Guide for SIP Protocol (1725-36034-001)

SpectraLink 8020/8030 Wireless Telephone and Accessories User Guide for SIP Protocol (1725-36165-001)

Available at http://www.spectralink.com/resources/manuals.jsp.

LinkPlus Interface Guide (1725-361xx-001) where xx indicates a number corresponding to the type of PBX)

Available at http://www.spectralink.com/resources/interface_guides.jsp.

Customer Support Hotline

Polycom wants you to have a successful installation. If you have questions please contact the Customer Support Hotline at 800-775-5330. The hotline is open Monday through Friday, 6 a.m. to 6 p.m. Mountain time.

Icons and Conventions

This manual uses the following icons and conventions.

Caution! Follow these instructions carefully to avoid danger.

Note these instructions carefully.

Label This typeface indicates a key, label, or button on SpectraLink hardware.

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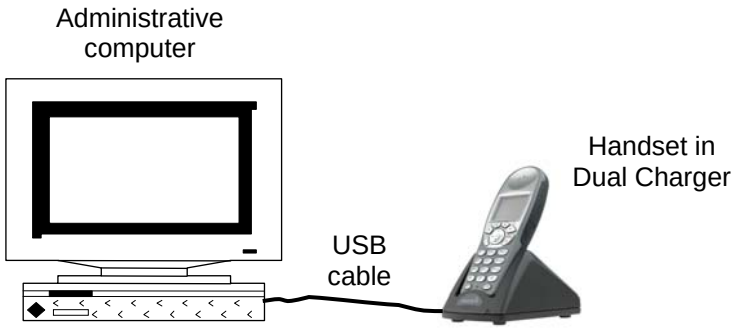
1

Handset Administration Tool Installation

The Handset Administration Tool is a software utility installed on a PC with a USB port. It is designed as a time-saving device for rapid administration and configuration of a number of handsets. During operation, the USB cable must be connected from the PC's USB port to the Dual Charger's USB port.



Configuration options include:

- Setting all options on the Admin menu,
- Setting all options on the Config menu,
- Recording error information to assist troubleshooting,
- Upgrading handset software.

The **Setup.exe** file on the CD will download and install the files for the Handset Administration Tool and download the files for the USB driver. The USB driver must be installed as a separate process after the Handset Administration Tool is installed.

The CD contains Setup.exe files for SRP and SIP. Please ensure that you have downloaded the Setup.exe program for your protocol.

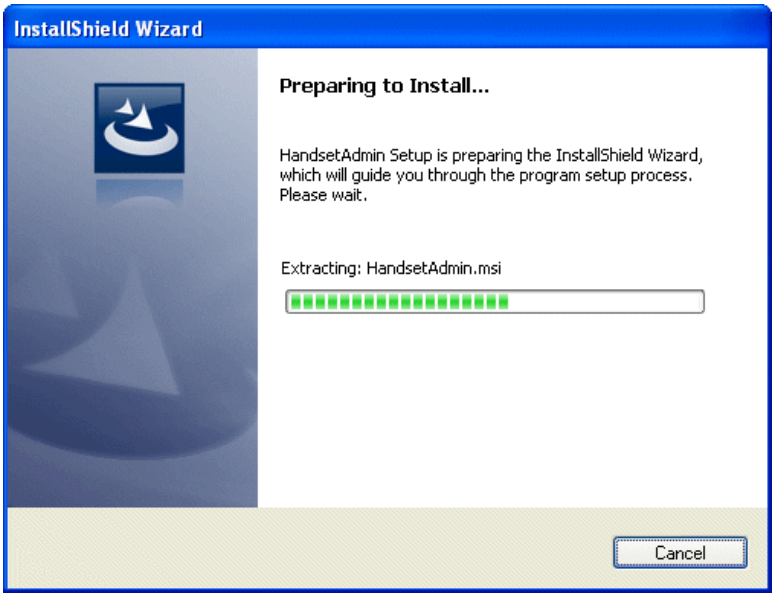
Necessary components:

- PC with a USB port running Windows 2000, Windows XP, or Windows Vista,
- Dual Charger for the SpectraLink 8020/8030 Wireless Telephone,
- Power supply for the appropriate country or region,
- SpectraLink USB cable or comparable cable (with 5-pin "mini-B" connector).

USB cables vary in their ability to make a proper connection to the Dual Charger's USB port. Please use the USB cable available through Polycom to ensure compatibility.

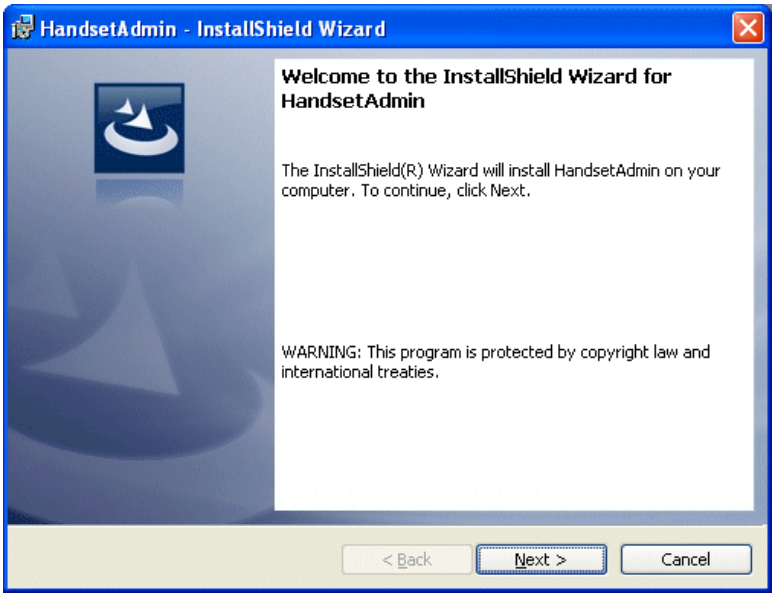
Installing the Handset Administration Tool

1. Locate the Setup.exe file on the CD. You may copy this file to your local drive or install from the CD. Click the **Setup.exe** file to start the installation process.

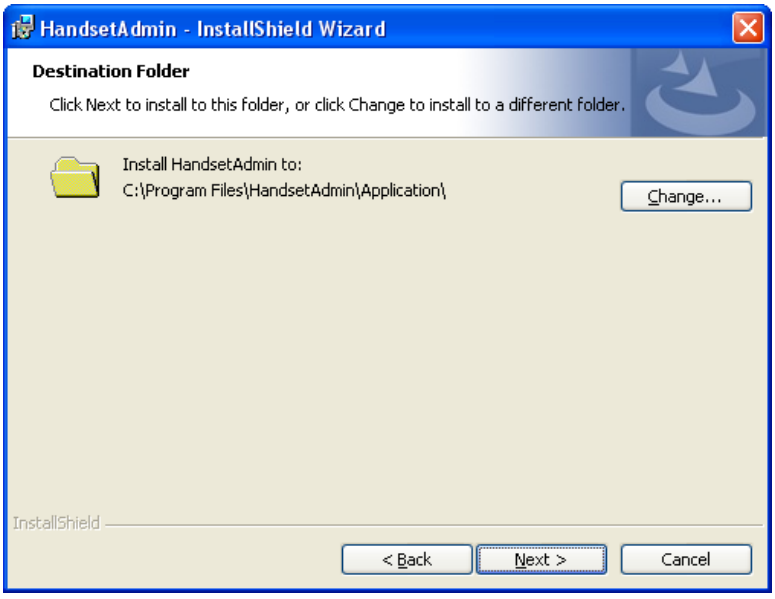

InstallShield Wizard
Preparing to Install...
HandsetAdmin Setup is preparing the InstallShield Wizard, which will guide you through the program setup process. Please wait.
Extracting: HandsetAdmin.msi
Cancel

The **InstallShield Wizard** will continue with the install:

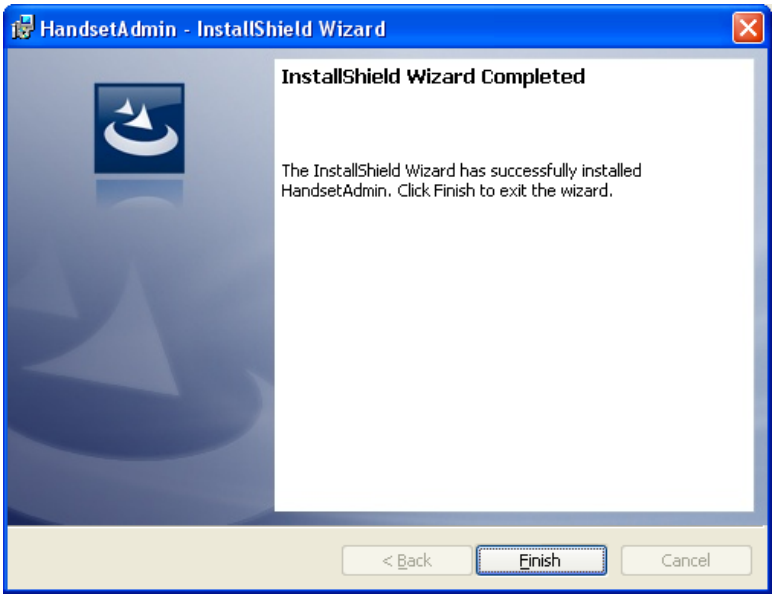
2. Click **Next** to continue.


HandsetAdmin - InstallShield Wizard
Welcome to the InstallShield Wizard for HandsetAdmin
The InstallShield(R) Wizard will install HandsetAdmin on your computer. To continue, click Next.
WARNING: This program is protected by copyright law and international treaties.
< Back
Next >
Cancel

3. The **Destination Folder** allows you to change the install to another folder or to simply install in the folder location displayed next to the folder icon. Click **Next** to continue.



4. Click **Finish** to exit the **InstallShield Wizard**.


HandsetAdmin - InstallShield Wizard
InstallShield Wizard Completed
The InstallShield Wizard has successfully installed HandsetAdmin. Click Finish to exit the wizard.
< Back
Finish
Cancel

The Handset Administration Tool will appear in your Programs list under the **Start** menu as **HandsetAdmin** and as an icon on your desktop. It may be launched like any other program.

Installing the USB Driver

The USB driver installation allows the Dual Charger to be the communication link between the handset and the PC. The folder containing the **HandsetAdmin** file contains the two USB driver files in a folder called **USBDriver**. The files are named **slnkusb.sys** and **slnkusb.inf**.

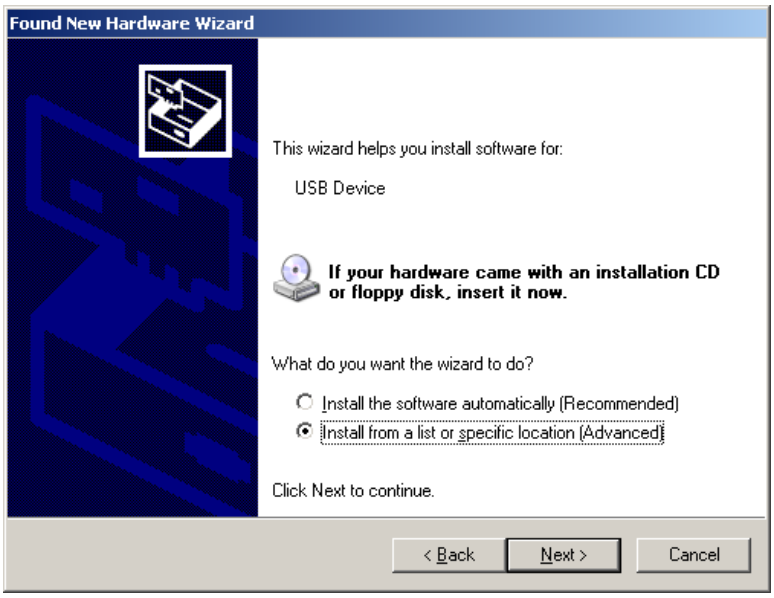
1. Find the USB driver files on the PC.
2. Place the Dual Charger on a flat, horizontal surface. Plug the power supply into the Dual Charger and into an appropriate wall outlet.
3. Plug the USB cable into the Dual Charger and into an available USB port on the PC.
4. Power off a SpectraLink 8020/8030 Wireless Telephone, remove the Battery Pack (optional), and place the handset in the Charger. If properly seated, the handset automatically powers up in USB mode and the handset screen displays a **USB Mode on** indication.

If the handset is not properly seated in the Dual Charger, the USB connection will not be made and the Battery Pack will begin charging, and the handset screen displays a **Charging…** indication. If this occurs, reseat the handset, check the connections on the USB cable, and/or remove the Battery Pack and try again.

5. Microsoft Windows will start the **Found New Hardware Wizard**. There is no need to connect to Windows Update, so select **No, not this time and** click **Next**.

Found New Hardware Wizard
Welcome to the Found New Hardware Wizard
Windows will search for current and updated software by looking on your computer, on the hardware installation CD, or on the Windows Update Web site (with your permission).
Read our privacy policy
Can Windows connect to Windows Update to search for software?
Yes, this time only
Yes, now and every time I connect a device
No, not this time
Click Next to continue.
< Back
Next >
Cancel

6. The files need to be installed from a specific location, so select **Install from a list or specific location (Advanced)** and click **Next**.


Found New Hardware Wizard
This wizard helps you install software for:
USB Device
If your hardware came with an installation CD or floppy disk, insert it now.
What do you want the wizard to do?
Install the software automatically (Recommended)
Install from a list or specific location (Advanced)
Click Next to continue.
< Back
Next >
Cancel

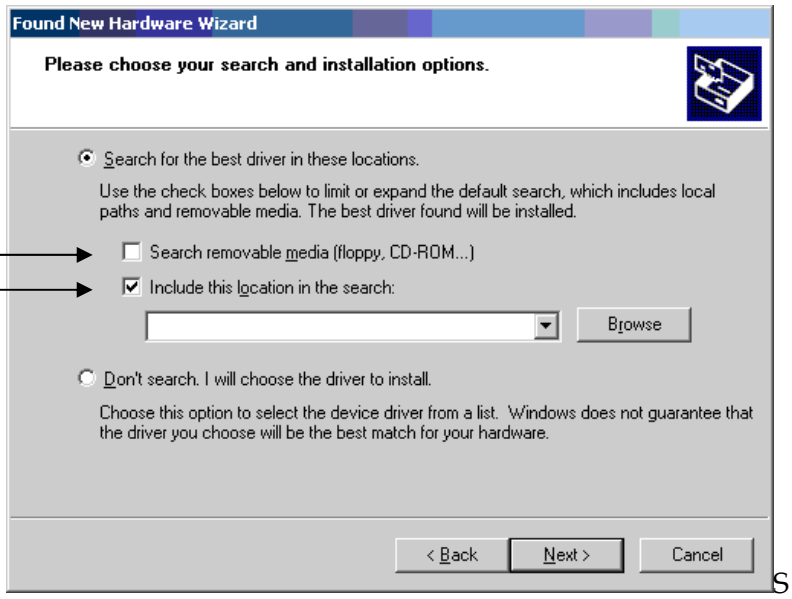
7. Select **Search for the best driver in these locations**.

   a. Clear the check box **Search removable media** .

   b. Select the check box **Include this location in the search**.

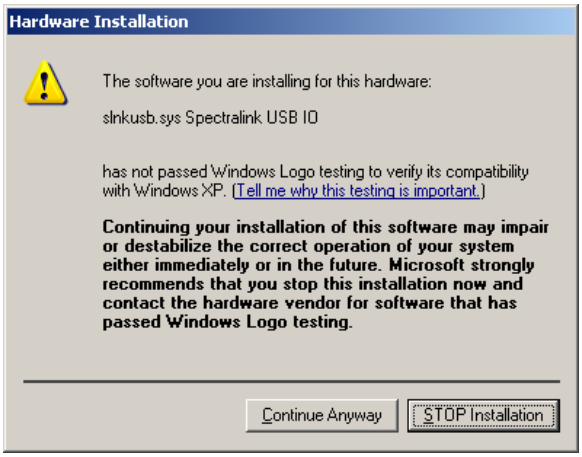
   c. Browse to the **HandsetAdmin** program folder where the USB driver files have been downloaded. The default location is the Program directory. Select the **USBdriver** folder.

   d. Click **Next**.

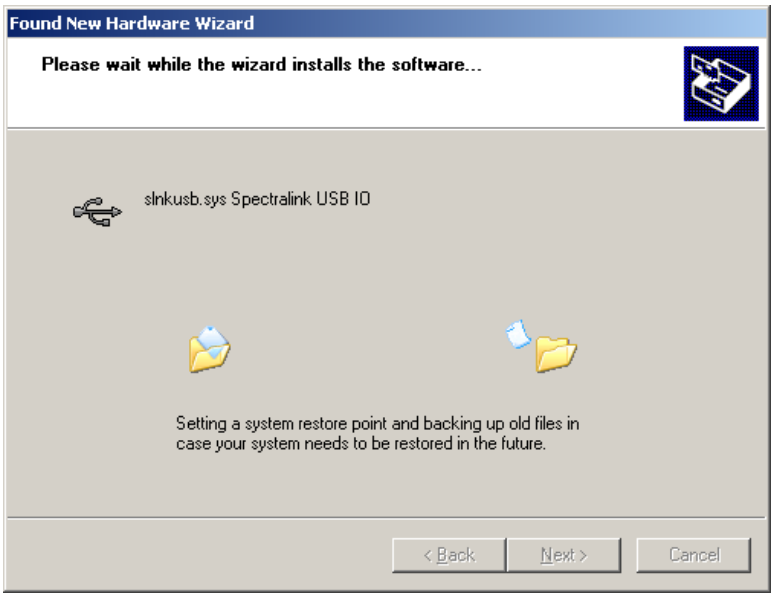

Found New Hardware Wizard
Please choose your search and installation options.
Search for the best driver in these locations.
Use the check boxes below to limit or expand the default search, which includes local paths and removable media. The best driver found will be installed.
Search removable media (floppy, CD-ROM...)
Include this location in the search:
Browse
Don't search. I will choose the driver to install.
Choose this option to select the device driver from a list. Windows does not guarantee that the driver you choose will be the best match for your hardware.
< Back
Next >
Cancel

S

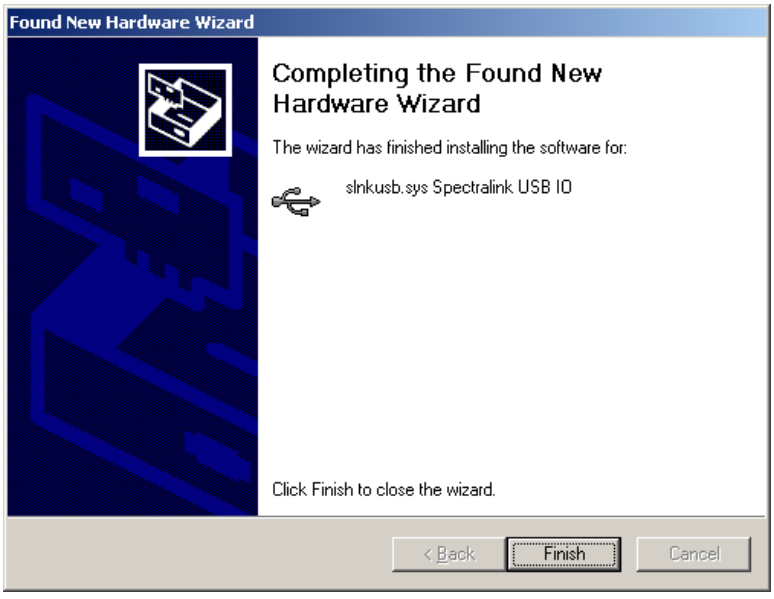
8. The following warning message from the Microsoft Wizard displays. The USB driver files are proprietary to Polycom and were not submitted to Microsoft for testing. They were fully tested in Polycom laboratories to more exacting standards and will not harm your system. Click **Continue Anyway**.


Hardware Installation
The software you are installing for this hardware:
slnkusb.sys Spectralink USB IO
has not passed Windows Logo testing to verify its compatibility with Windows XP. (Tell me why this testing is important.)
Continuing your installation of this software may impair or destabilize the correct operation of your system either immediately or in the future. Microsoft strongly recommends that you stop this installation now and contact the hardware vendor for software that has passed Windows Logo testing.
Continue Anyway
STOP Installation

9. Microsoft Wizard installs the USB driver software.


Found New Hardware Wizard
Please wait while the wizard installs the software...
slnkusb.sys Spectralink USB IO
Setting a system restore point and backing up old files in case your system needs to be restored in the future.
< Back
Next >
Cancel

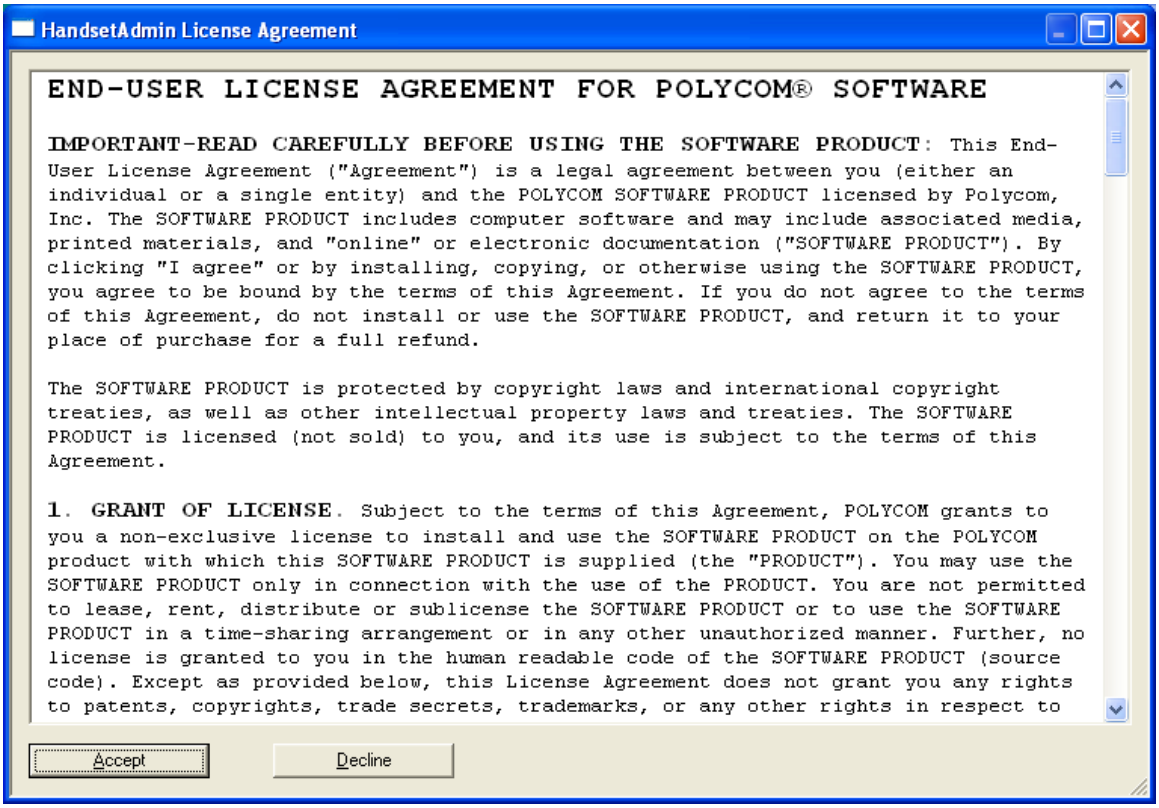
10. The final screen indicates that the USB driver has been successfully installed. Click **Finish** to close the wizard and proceed with handset configuration.


Found New Hardware Wizard
Completing the Found New Hardware Wizard
The wizard has finished installing the software for:
slnkusb.sys Spectralink USB IO
Click Finish to close the wizard.
< Back
Finish
Cancel

2

Using the Admin Tabs

Launch the Handset Admin program from the Start menu. You will need to accept the license agreement the first time the program is launched and whenever an update is installed.


HandsetAdmin License Agreement
END-USER LICENSE AGREEMENT FOR POLYCOM® SOFTWARE
IMPORTANT-READ CAREFULLY BEFORE USING THE SOFTWARE PRODUCT: This End-User License Agreement ("Agreement") is a legal agreement between you (either an individual or a single entity) and the POLYCOM SOFTWARE PRODUCT licensed by Polycom, Inc. The SOFTWARE PRODUCT includes computer software and may include associated media, printed materials, and "online" or electronic documentation ("SOFTWARE PRODUCT"). By clicking "I agree" or by installing, copying, or otherwise using the SOFTWARE PRODUCT, you agree to be bound by the terms of this Agreement. If you do not agree to the terms of this Agreement, do not install or use the SOFTWARE PRODUCT, and return it to your place of purchase for a full refund.
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Accept
Decline

The Handset Administration Tool has two separate functional areas: the Admin Tabs and the Handset Settings Editor.

The Admin Tabs are used to connect to the handset, set and change the password, retrieve error messages, update handset software, and update the Handset Administration Tool software.

The Handset Settings Editor is used to configure handsets, as well as create, save and copy Admin menu options. See Chapter 3 *The Settings Editor* for detailed instructions on using the Handset Settings Editor.

The Handset Administration Tool uses indicators to alert you to the status of the action being performed.

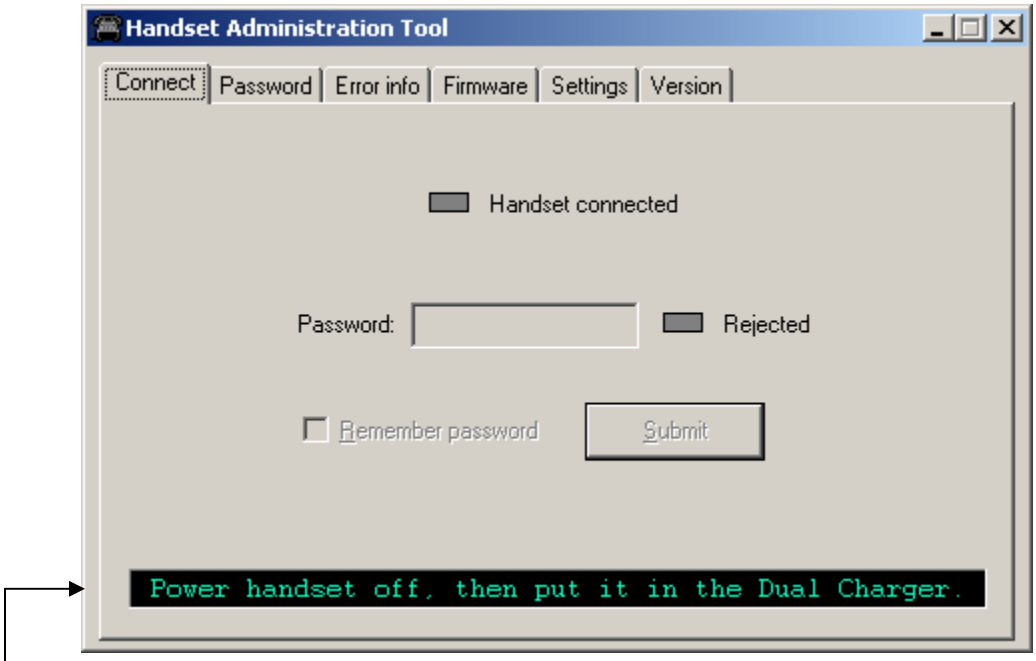
- Green – indicates ready status.
- Yellow – indicates caution or attention.
- Red – indicates an error
- Gray – indicates not active status.
- Blinking – indicates entry is needed or waiting on system response.

If closed, the Admin Tabs may be opened from the **Settings Editor** by selecting the **Admin** or **View** option on the **Settings Editor** menu bar.

Connecting the Handset

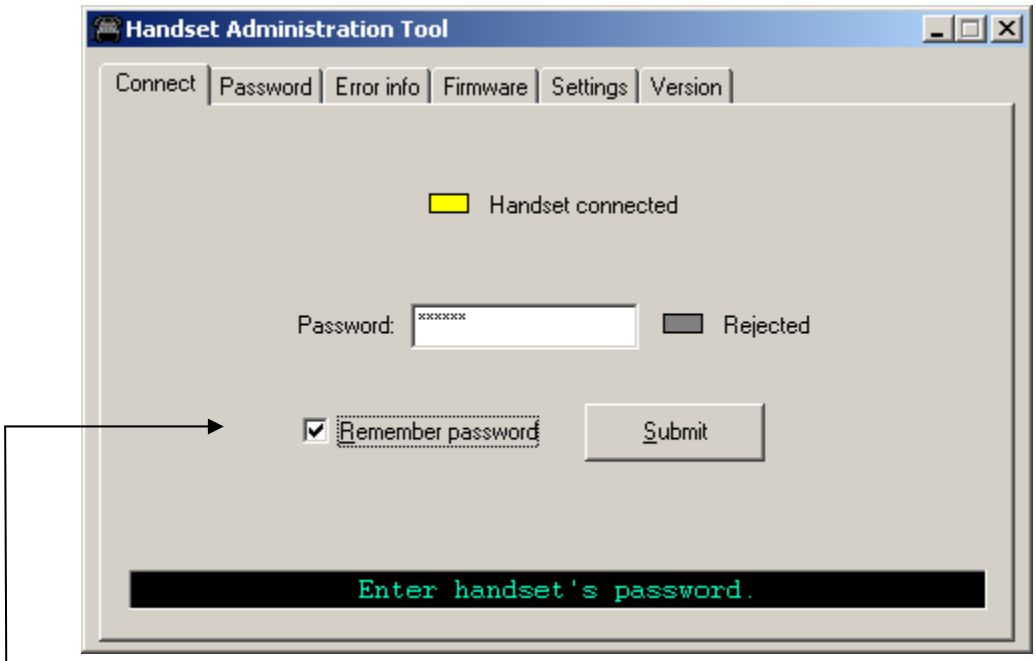
There are six tab labels that describe each of the available functions. The tab labels are: **Connect**, **Password**, **Error info**, **Firmware**, **Settings**, and **Version**.

The **Connect** tab has a prompt line which will state one of three messages: **Power handset off, then put it in the Dual Charger**; **Enter handset's password**; or **Connected**.



The prompt line at the bottom of the window provides information about what action should be taken or the status of the utility.

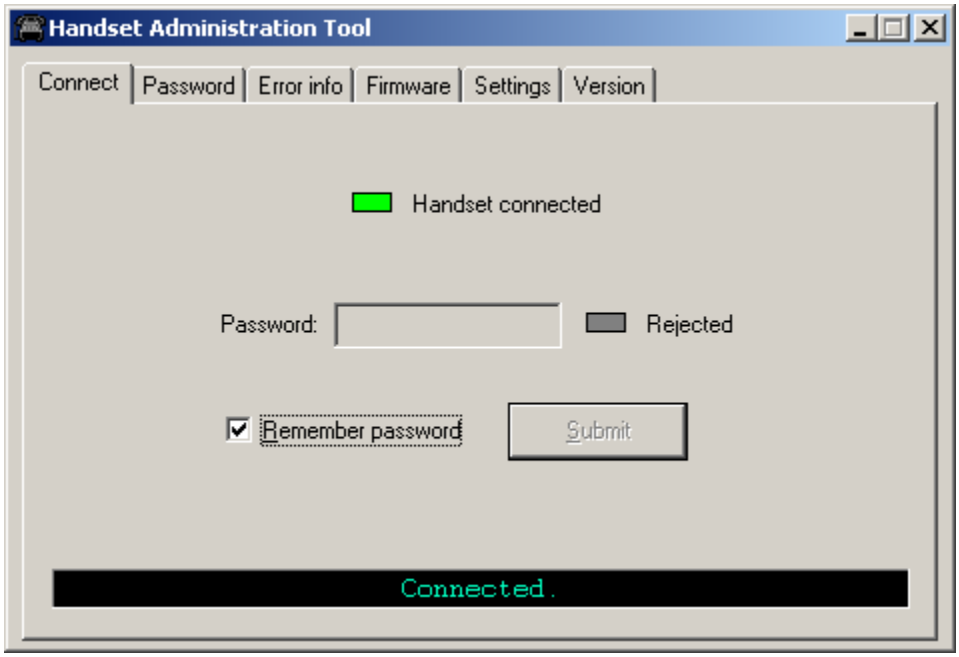
Insert the handset into the Dual Charger and enter the password.



When the handset is inserted for the first time, the password must be entered. If you select the **Remember password** check box, the password is retained as the default password for all handsets. Enter the password and click **Submit**. The default password is **123456**.

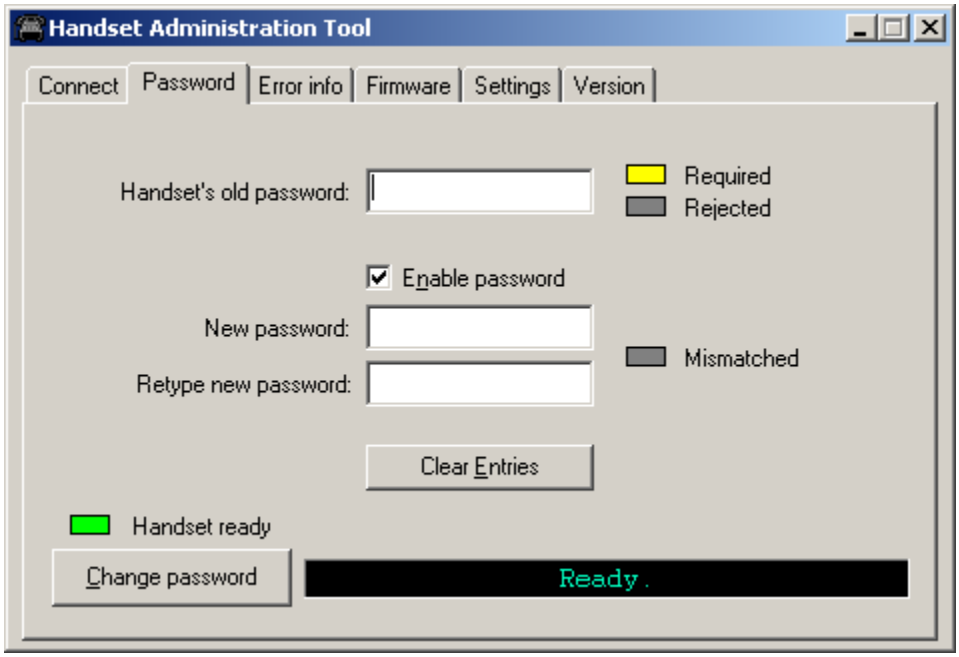
Unique passwords for each handset are not remembered.

When connection is established between the program and the handset, the **Handset connected** indicator turns green and **Connected** displays on the prompt line. The handset is now ready for configuration.



Password Configuration

The password is a security measure to restrict access to the Admin menu settings. Prior to changing a password, the existing password must be entered. The new password must be entered twice for confirmation. If a password is desired to gain access to the handset's Admin menu, select the **Enable password** checkbox. If no password is desired, clear the **Enable password** checkbox. A password may be up to 18 characters.



Character table

The following table illustrates how numbers and letters are entered on the handset's keypad. The **CAPS/caps** softkey toggles to allow both upper and lowercase letters. Only English characters are allowed.

Key	caps	CAPS
1	1	1
2	2 a b c	2 A B C
3	3 d e f	3 D E F
4	4 g h I	4 G H I
5	5 j k l	5 J K L
6	6 m n o	6 M N O
7	7 p q r s	7 P Q R S
8	8 t u v	8 T U V
9	9 w x y z	9 W X Y Z
0	0	0
*****	* - _ . ! $ % & ' ( ) +	, : ; / \ = @ ~
#	# <space>	

Error Information

The **Error info** tab provides a utility to assist the Polycom customer service team to troubleshoot handset errors. When directed by customer service, this utility enables you to save any errors as a file, which can then be sent to Polycom for handling.

Use the **Browse** button to establish the path and enter the filename. Future saves will point to this same location as the default, so that the same file may be overwritten if desired. A drop-down list box displays the most recently used filenames.

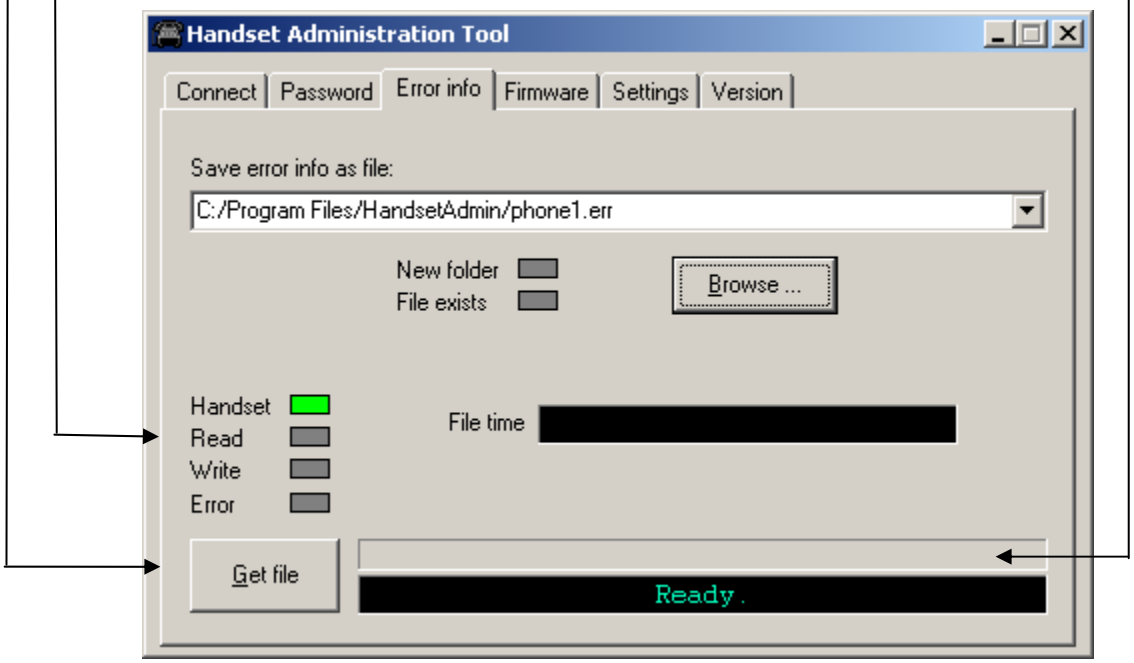
The **File time** window displays the modification timestamp of the file in the **Save error info as file** window.

Power off handset and place it in the Dual Charger.

Click the **Get file** button to save the file. The file will be copied from the handset to the location.

The **Read**/**Write** indicators will reflect the action as it occurs.

A progress indicator above the prompt line displays the file transfer progress.



Software Updates

The **Firmware** tab allows you to copy software updates to the handset's memory after they are downloaded from a website.

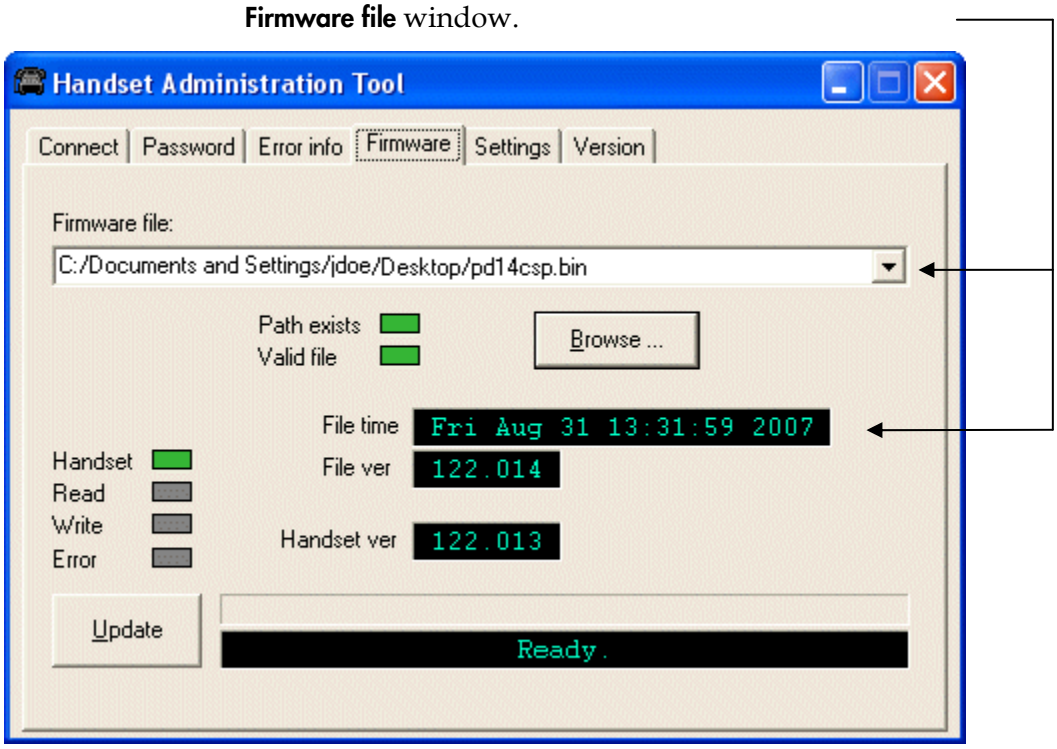
To install manual updates

1. Download SpectraLink 8020/8030 Wireless Telephone software update from the Polycom website at http://www.spectralink.com/resources/softwareUpdates
2. Extract the bin files from the zip file to a folder set up for this purpose. Each file must be individually downloaded into the handset.

This is not an efficient method of updating any quantity of handsets, but it works for testing new code and in extremely small installations.

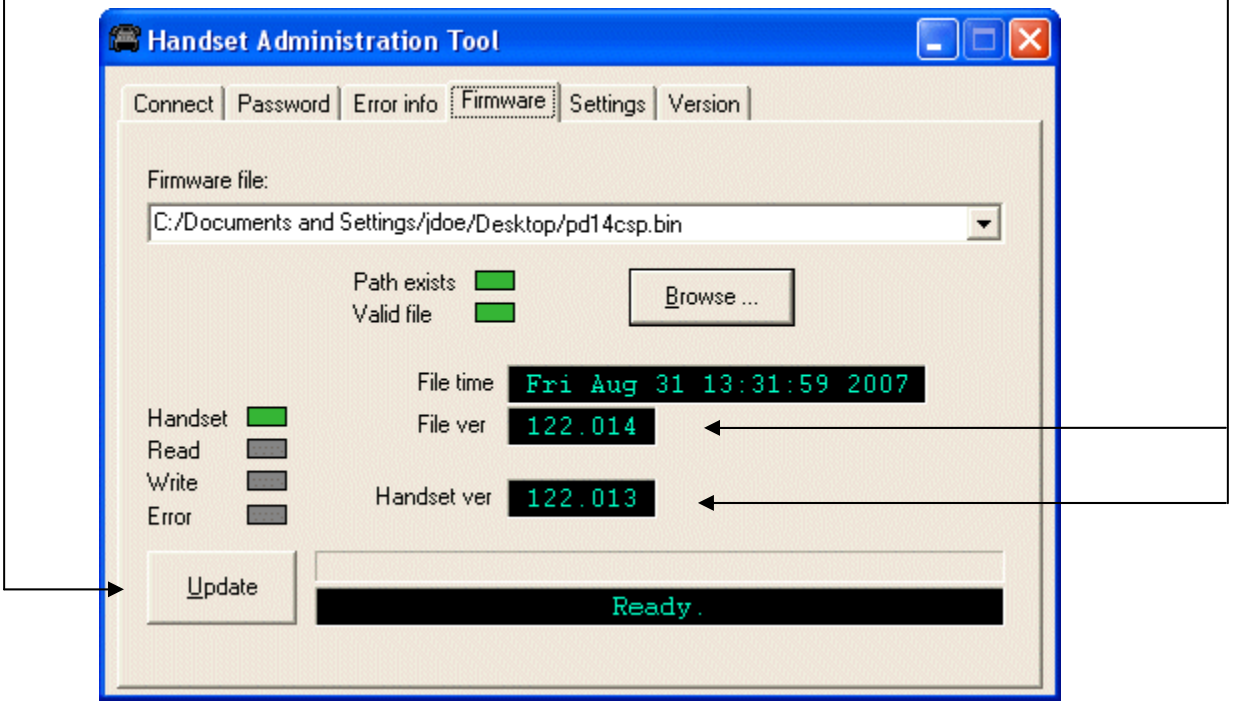
Be aware that if there is a TFTP server broadcasting a different version of the handset code, the handsets will continue to download code over the air and revert to the different version. Remove handset code from the TFTP server or disable broadcasting before relying on this update procedure.

3. Use the **Browse** button to locate the software file. The drop-down list box displays the most recently used filenames. The **File time** window displays the modification timestamp of the file in the **Firmware file** window.



4. Check the file version and handset version for comparison. Once the update is complete, the file version will have overwritten the handset version and these two file versions will match.
5. Verify that the information in the **File ver** window is the correct file to be downloaded and then click the **Update** button. This file copies from the location to the handset. The **Read/Write** indicators reflect the action as it occurs.

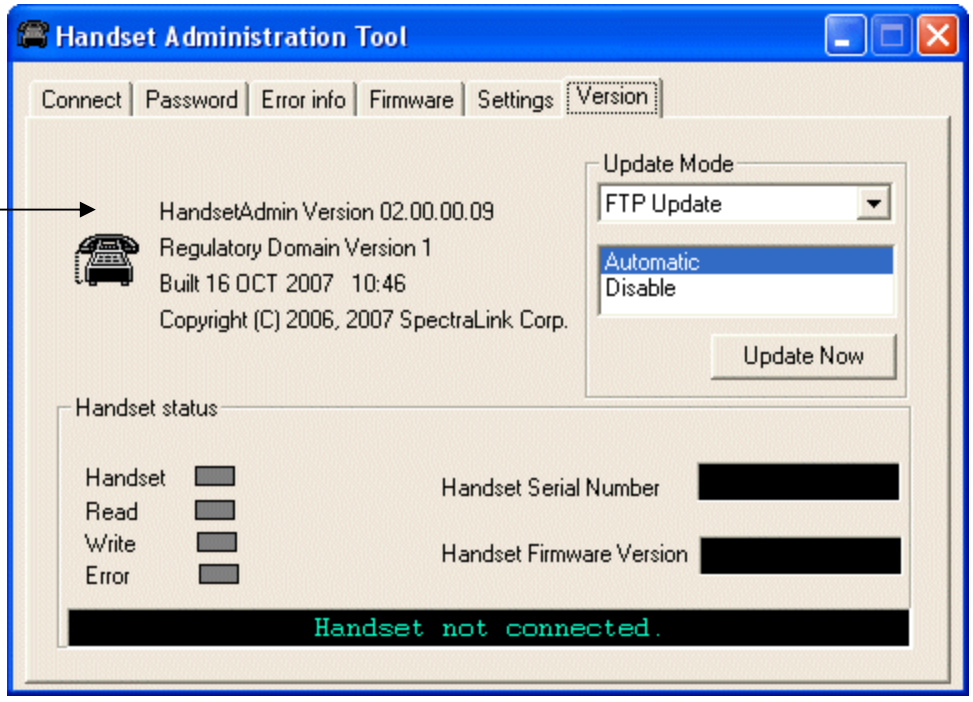
   While a firmware update is in progress, you may open other tabs and the handset indicators shown on those tables will inform you of the status of the update.
6. (Conditional) Should an **Error** indication occur, retry the update after ensuring that the handset is properly seated and that the USB cable is in good condition and connected securely. Contact Customer Service if an error persists. See *About This Guide* for contact information.



Note that the firmware file path, file time, file version and handset version shown in the above example screen are for illustration only.

Version

The **Version** tab displays the serial number of the handset and the current version of the Handset Administration Tool software.



Update Mode allows you to select where and how you want to check for updates to the program. The program can be updated from either of two locations--**FTP Update** or **Local File Update**.

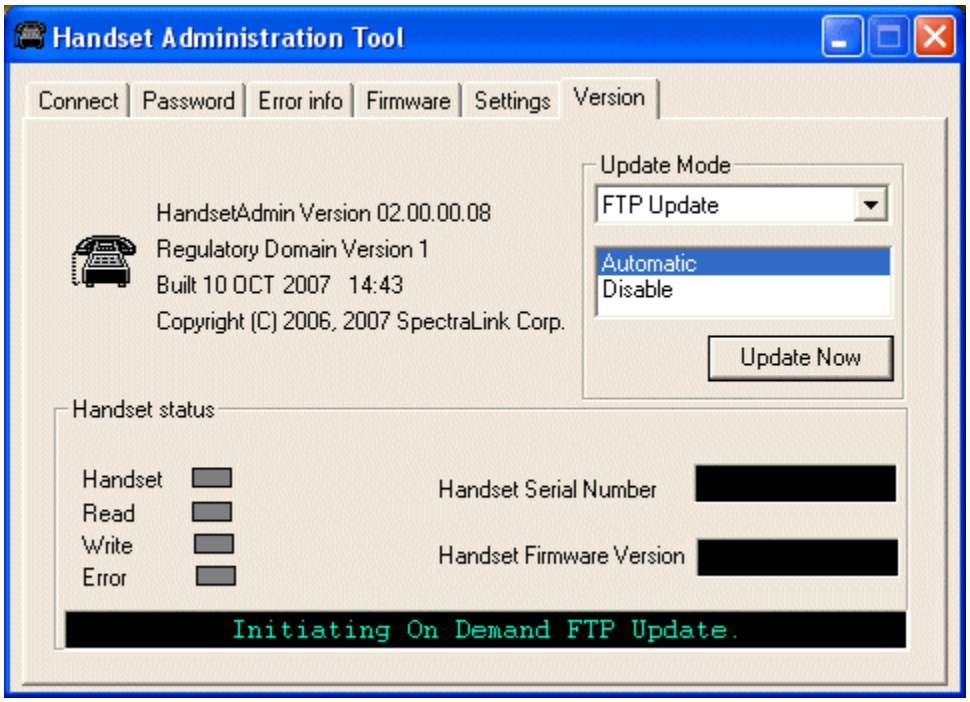
Updates may be installed either automatically or manually. The **Automatic** option sets the program to automatically check the FTP site for updates every time the HAT program is launched. The **Disable** option disables the automatic check and allows you to manually update the program by clicking the **Update Now** button. Any computer that is not connected to the internet should be set to **Disable**.

Depending on the **Update Mode** setting, the **Update Now** button can be used to check the FTP site for an update or to browse to a local location,

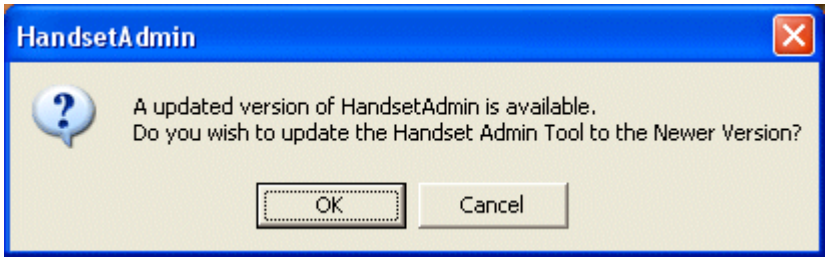
FTP Update

The **FTP Update** option retrieves the update from an FTP site. During the update process, the program is downloaded to the connected computer and that computer's version of the program is updated. In order to use this option, the computer must have access to the internet.

1. Click **Update Now** to start the FTP update process.



2. If the **Automatic** option is selected, the following prompt will appear before the update is installed. Click **OK** to continue.


HandsetAdmin
A updated version of HandsetAdmin is available.
Do you wish to update the Handset Admin Tool to the Newer Version?
OK
Cancel

3. Click **OK** to continue.

   The update will be installed by overwriting the previous version.

HandsetAdmin
HandsetAdmin will now be shut down so that the new application can be installed.
The new application will be started automatically after the installation process has completed.
OK

4. Once the update is downloaded, you can copy the .pkg file to a local location and update other computers using the **Local File Update** option. See below.

Local File Update

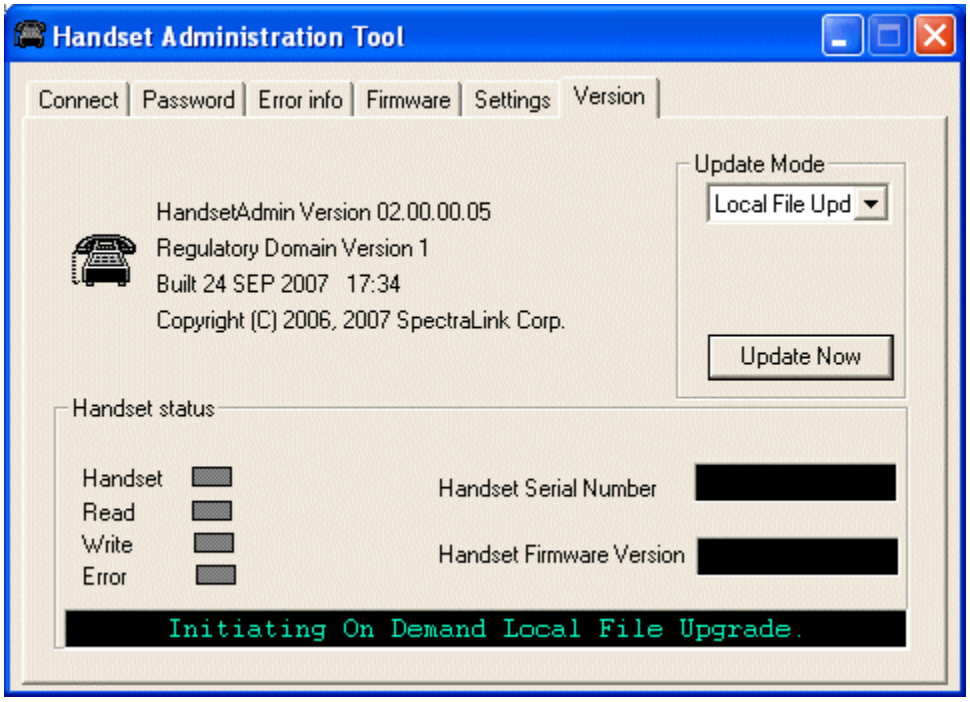
You must obtain the .pkg file to perform a local update. Use the FTP update option explained above or a service option to obtain the .pkg file. Copy the .pkg file to an accessible location.

The Handset Administration Tool must already be installed on any computer that is being updated. Install the HAT software first, and then update it.

The following procedure is used for a local file update.

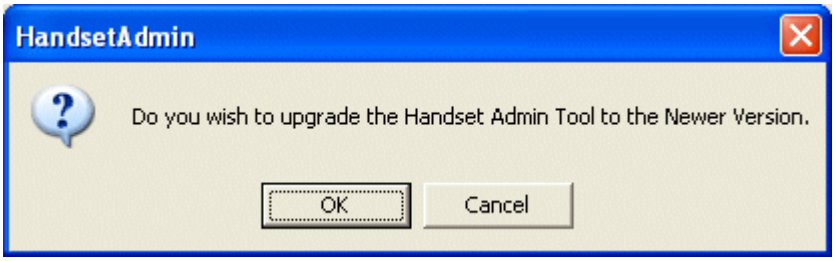
1. Open the Handset Administration Tool and click the **Version** tab.
2. Click the **Local File Update** option.

3. Click **Update Now**.



4. Browse to the location of the .pkg file and click it.

5. Click **OK** to continue.



6. Click **OK** to continue. This will install the update by overwriting the previous version.

HandsetAdmin
HandsetAdmin will now be shut down so that the new application can be installed.
The new application will be started automatically after the installation process has completed.
OK

3

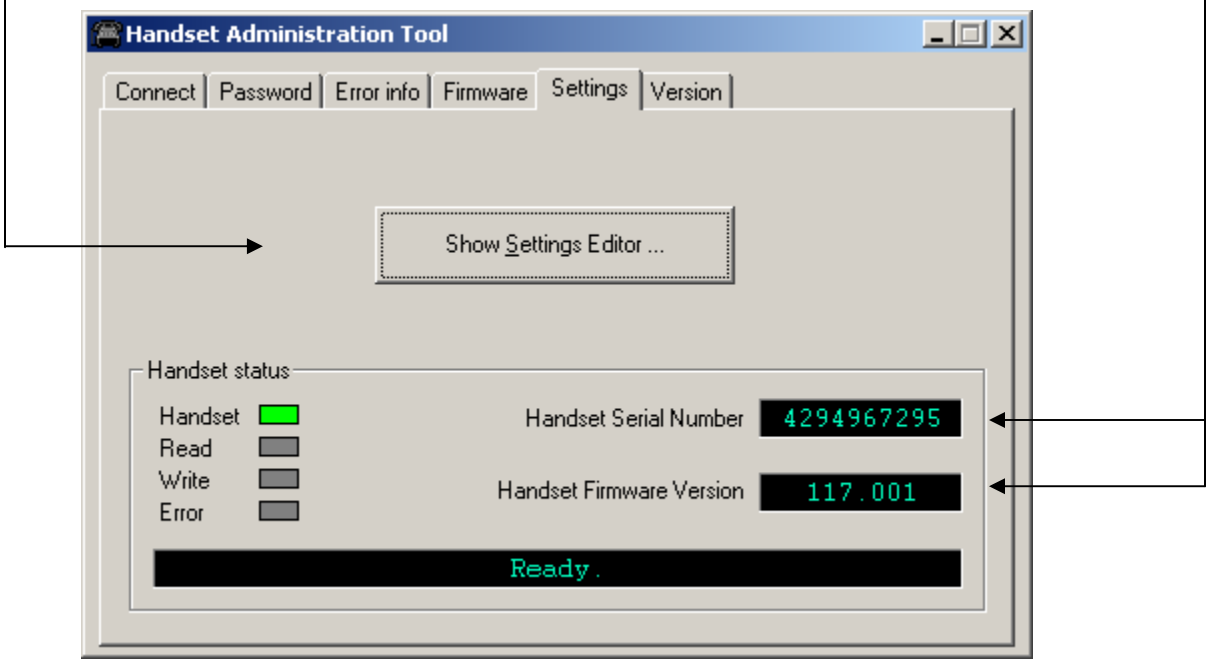
Using the Settings Editor

The handset has two menus with configurable options – the Admin menu and the Config menu. The Admin menu contains administrative options that can be password protected. The Config menu has options that enable the end user to customize settings for user preferences. The **Settings** tab allows you to configure both required and optional settings in the Admin and Config menus. Specific configuration requirements are detailed in the *SpectraLink 8020/8030 Wireless Telephone Administration Guide* document.

Opening the Settings Editor

The **Settings** tab displays the serial number of the handset and the software version being run.

To enter and modify menu settings you will need to open the **Settings Editor**. Click the **Show Settings Editor** button.



When you have opened the **Settings Editor**, you may close the Admin Tabs.

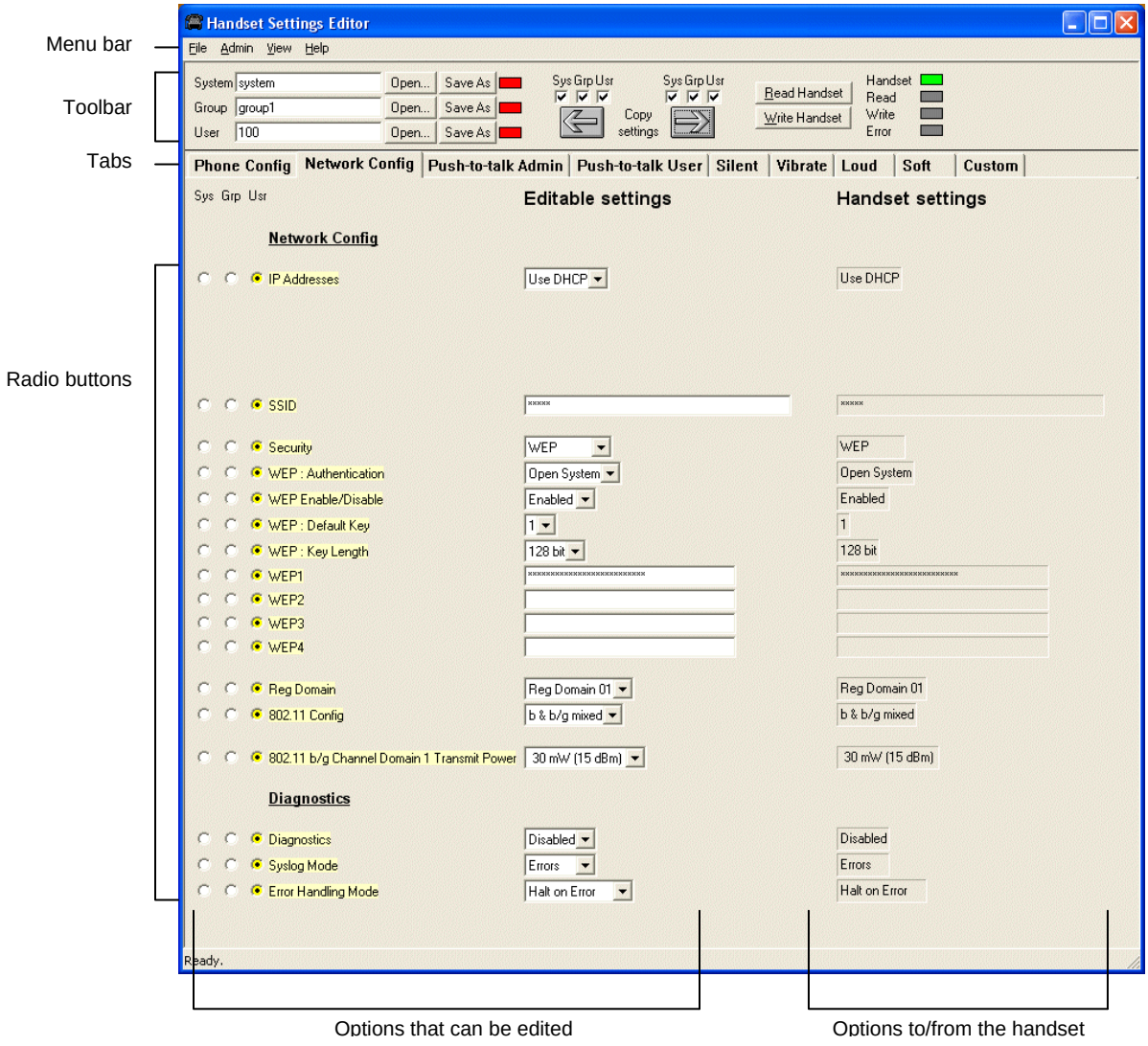
If you plan on editing other handsets, consider checking the **Remember Password** checkbox located in the **Connect** tab.

To open the Admin Tabs again, go to the **Settings Editor** menu bar and select either **View > Admin Functions,** or any of the options listed under the Admin menu item**.**

The Settings Editor Screen

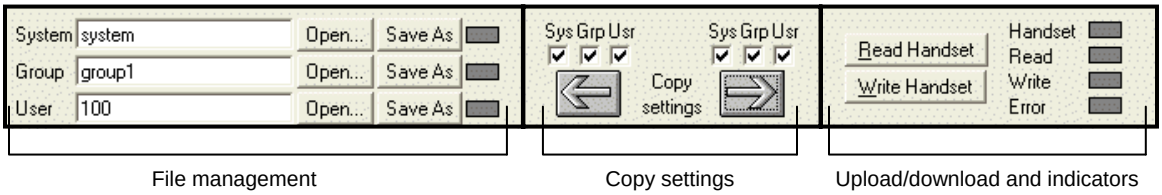
The **Settings Editor** is a powerful utility that allows you to edit or set any Admin menu or config menu option. The **Settings Editor** includes the following areas:

- Toolbar to execute configurations and save files
- Tabs to organize configuration options
- Radio buttons to define the type of option
- **Editable settings** that list handset options
- **Handset settings** that have either been uploaded from a handset or have been copied from **Editable settings** options to be downloaded to a handset.



The Settings Editor Toolbar

The **Settings Editor** toolbar allows you to manage configuration files and download and upload configuration settings to and from the handset in the charger.



File management

The three filename windows, **System**, **Group** and **User** match the three columns of radio buttons along the left side of the window. The **Sys Grp Usr** radio buttons allow you to designate the option(s) for System, Group or User files. The three windows in the File management section allow you to name, open, or save setting types as separate files.

For example, system types relate to network options such as security settings and regulatory domain. Group types relate to Push-to-talk options. User types reference name, extension and profile options.

The file indicators beside the **Save As** buttons have three colors to indicate the status of the file displayed in the window:

- Red: file does not exist. The filename in the window has not been saved.
- Green: unsaved edits. Changes made in the **Editable settings** field(s) which have not been saved to a file yet.
- Gray: file up-to-date. The settings have been saved.

By default, the files will be saved in the **Application** folder under the folder where the program is stored. Use the File menu to set up your own file structure, if desired.

Copy settings

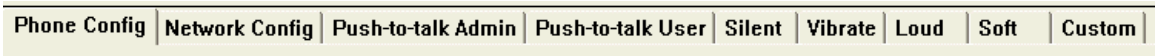
The **Copy settings** arrows and checkboxes allow you to copy between the **Handset settings** column and the **Editable setting** column. The **Sys Grp Usr** checkboxes allow you to copy just the settings you require.

Upload/download and indicators

When the **Read Handset** and **Write Handset** buttons are clicked, they initiate the transfer of configuration data from or to the handset in the charger. The handset indicators change color to indicate the state of the transfer. See page 16 for indicator color significance.

Tab Options

A tab system organizes the options.



Each tab contains options from the Admin menu and/or the Config menu. Admin menu options are password protected and usually set by the system administrator. Config menu options are available to the end user but are also offered here for initial configuration of key settings. Specific options vary by protocol.

Tab	Contents - Admin Menu	Contents - Config Menu
Phone config	Extension # and User Name Time Zone Daylight Saving Protected Speed dial Speakerphone Location Service	Keypad Autolock Display Contrast Hearing Aid Startup Song Predial Active User Profile
Network config	IP Addresses SSID Security Regulatory Domain Diagnostics	N/a
Push-to-talk Admin	Enabled/Disabled Priority Channel and Name Allowed Channels Name Channels	N/a
Push-to-talk User	N/a	PTT Audio Volume PTT Tone Volume Default Channel Subscribed Channels

Tab	Contents - Admin Menu	Contents - Config Menu	
Profiles: Silent Vibrate Loud Soft Custom	N/a	Noise Mode Ring in Speaker/Headset Warning Tones Key Tones Push-to-Talk (Ring option) Telephone Ring Message Alert 1 Message Alert 2	 (Ring option settings) Ring Cadence Ring tone Ring volume Vibrate Cadence Ring Delay

For user convenience and efficiency, when the **Write Handset** button is clicked, every option set under the **Handset settings** column in all nine tabs is written at the same time. Each tab's options are NOT written separately. Be sure that you set all options before copying the configuration to the handset.

Your handsets may have different options than those available in the Handset Administration Tool. When a handset is placed in the cradle, it is checked for certain features, such as the Regulatory Domain version. The HAT will turn controls on/off based on the information that it gathers. If your handsets have options that are not yet programmed into the HAT, those options will require manual setting if the factory default is not desired.

Creating a Configuration Plan

Although not necessary for using the Handset Administration Tool, a configuration plan can maximize its efficiency and save countless hours of handset option management. An example of a configuration plan is provided on page 37.

Organize the plan

Determine which options should be categorized as each type – system, group or user. Generally, system options are listed on the **Network** tab, group options are on the **PTT** tabs and user options are on the profile tabs. The **Phone Config** tab contains a mix of user and system types.

Do not create a plan that saves an option in two different categories. Option categories should be established and should not overlap. Example: **Speakerphone** and **Push-to-talk** settings are typically tagged as **Grp** options and saved as **Group** files.

Create the options and save the settings

Once you have established which options will be categorized as System, Group or User, enter the configuration information into the **Editable settings** fields.

Start with the System options and enter all system-level field values, such as IP addresses, security, and reg domain. Click the **Sys** radio button on the left side of the window for each option. Save these settings as a System file by entering a descriptive filename in the **System** filename field and clicking **Save As**. See the example on the next page.

Note that when a setting is changed, the option label is highlighted in yellow until it is saved.

In the same way, create each Group plan by entering the values in the fields designated as Group types. Click the **Grp** radio button on the left side of the window for each option. Save each plan under a different name in the **Group** filename field. You may have several groups – possibly divided by sets of PTT users.

It is recommended that you establish one generic **User** file that has the default (or desired) values for each **User** field. Click the **Usr** radio button on the left side of the window for each option and save the generic user file.

If desired, user settings can be saved for each user, if desired, as each handset is configured. If you determine that each handset configuration should be saved, it is easiest to do this during the configuration process. See *Downloading a configuration plan to a handset,* below.

Alternately, you can upload options from a correctly-configured handset; copy them to the **Editable settings** column, categorize them and save them. See *Uploading a configuration plan from a handset* below.

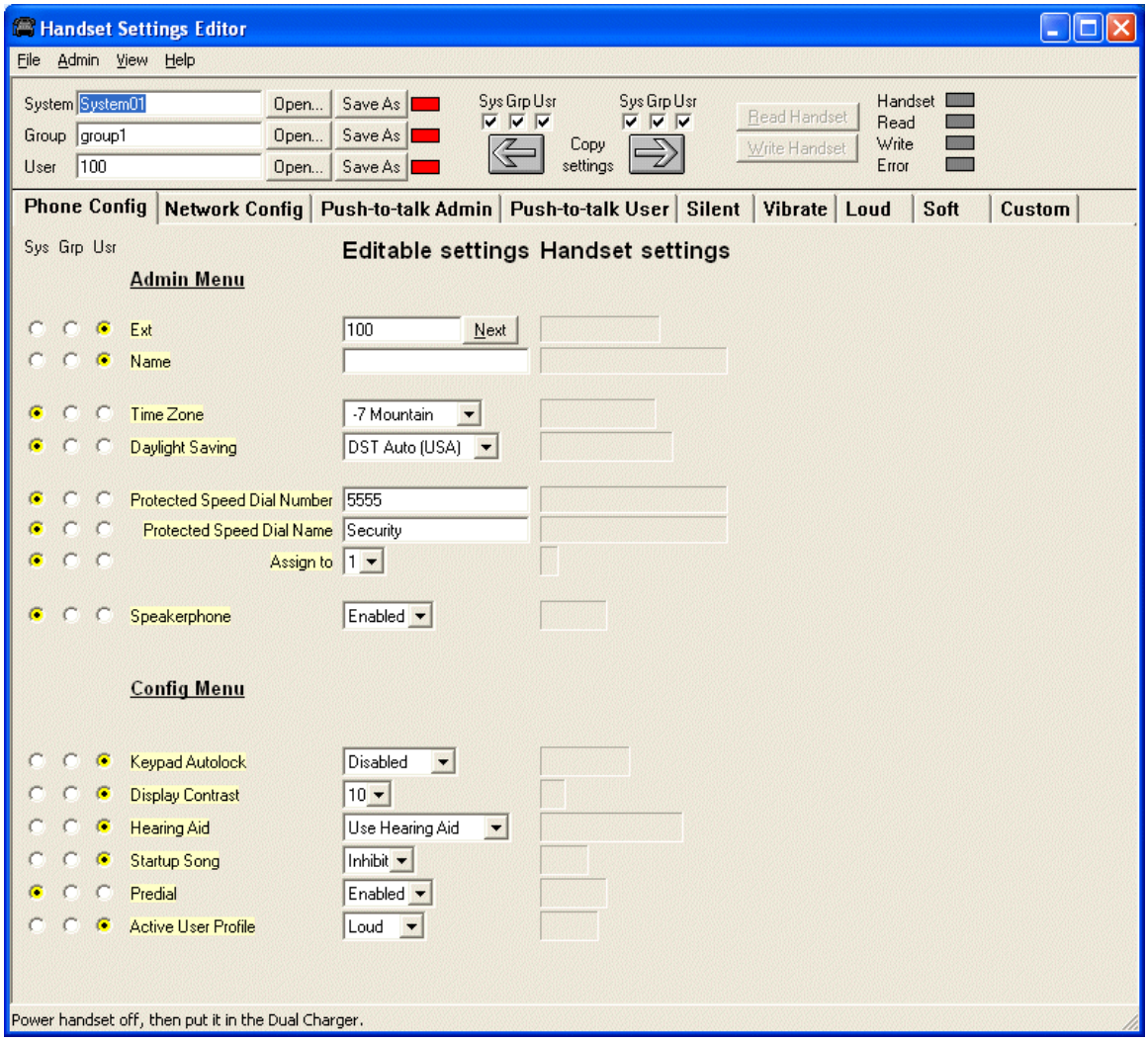
Configuration planning worksheet (sample)

Use this or a similar worksheet to design your configuration plan.

Plan category___System_____ Filename___System01_____

Sys	Grp	Usr	Label	Editable Setting
X			Time Zone	-7 Mountain
X			Daylight Saving	DST Auto (USA)
X			Protected Speed Dial Number	5555
X			Protected Speed Dial Name	Security
X			Assign to	1
X			Speakerphone	Enabled
X			Predial	Enabled

The settings in the table above are executed in the screen below.



Downloading and Uploading Configuration Plans

Once your configuration plans are established, the settings are easily downloaded into the handsets.

Downloading a configuration plan to a handset

1. Use the **Open** button located in the File management section on the toolbar to open the **System**, **Group** and **User** cfg files for this handset.
2. In the **Editable settings** fields, enter the **Extension** and **User name** for this handset. Note that the **Extension** field has a **Next** button that is useful when configuring a quantity of handsets.
3. Copy the settings to the **Handset settings** fields using the **Copy settings** arrow.
4. Click **Write Handset**.

   You may want to save the configuration, load new files or edit settings for the next handset (steps 1 and 2) during the download.
5. (Conditional) If you wish to save the settings unique to this handset, enter the identifying information into the filename fields, such as user name or extension number and then click **Save As**.
6. When the **Handset** indicator turns off, the download has finished and the handset may be removed from the charger.

Uploading a configuration plan from a handset

1. Click the **Read Handset** button to begin the upload.
2. You may copy these settings over to the **Editable settings** fields using the left **Copy settings** arrow to use them to create configuration plans as described above or to save them by user or extension.

Regulatory Domain Mismatch

The options that are available on the Settings Editor may not match the options currently enabled on the handset. This could happen if you update the software in the handset without also updating the Handset Administration Tool. Or you could update the Handset Administration Tool but not the handset software. In either of these situations different options may appear on the Handset Administration Tool than are available in the handset.

If the Regulatory Domains in the handset are not supported by the currently installed version of the Handset Administration Tool, a warning message will appear:

Warning: Regulatory domain support is down level with respect to this phone's firmware version. Recommend upgrading the application.

This message indicates that the Handset Administration Tool software needs to be updated. Please see the section *Software Updates*.

If it is necessary to down rev the handset and Handset Administration Tool code, this message could also appear. If so, reset the handset defaults and proceed with configuration.